

(6 pages)

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B.B.A.(CBCS) DEGREE EXAMINATION, APRIL 2015.

Sixth Semester

Business Administration – Main

HUMAN RESOURCE MANAGEMENT

(For those who joined in July 2012 and afterwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Each question carries 1 mark

Choose the correct answer:

1. Human Resource Management has great scope to improve.  
(a) Organisational efficiency  
(b) Climate  
(c) Work culture  
(d) All of the above

2. The organization structure is economical and ensures unity of direction, control and quick results.  
(a) Centralised (b) Decentralised  
(c) Matrix (d) None of the above
3. It refers to the process of collecting information about a job.  
(a) Job Evaluation (b) Job Analysis  
(c) Job Specification (d) None of the above
4. A good source of hiring technical staff would be  
(a) Rival firms  
(b) Employment exchange  
(c) Vocational school  
(d) None of the above
5. \_\_\_\_\_ is a system in which employees learn their jobs on the equipment they will be using.  
(a) Vestibule training (b) On-the-job training  
(c) Classroom training (d) None of the above





6. The systematic evaluation of the individual's performance on the job is called \_\_\_\_\_.

- (a) Job Evaluation
- (b) Performance Appraisal
- (c) Job Analysis
- (d) None of the above

7. \_\_\_\_\_ approach to industrial relations is based on the fundamental principles of truth, non-violence and non-possession.

- (a) Psychological                      (b) Sociological
- (c) Gandhian                              (d) None of the above

8. In this method, workers are dissuaded from reporting for work by certain persons stationed at the gate of the factory.

- (a) Strike                                  (b) Picketing
- (c) Lockout                                (d) None of the above

9. It is probably the most effective method of resolving industrial disputes.

- (a) Code of discipline                      (b) Arbitration
- (c) Collective bargaining                      (d) None of the above

10. 'Hot Stove Rule' is followed in the case of

- (a) Disputes                                  (b) Discipline
- (c) Conflict                                      (d) None of the above

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**PART B — (5 × 5 = 25 marks)**

Answer ALL questions choosing either (a) or (b).

Answer should not exceed 250 words.

11. (a) What are the objectives of Human Resource Management?

Or

(b) Describe in brief the scope of HRM in an organization.

12. (a) Describe the problems in Human Resource Planning.

Or

(b) What are the various steps in scientific selection process?

13. (a) What are the objectives of employee training?

Or

(b) What are the contents of performance appraisal?

14. (a) What are the causes of unsatisfactory labour relations?

Or

(b) What are the different forms of industrial disputes?

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15. (a) Write down the scope of collective bargaining.

Or

- (b) What are the principles to be applied in disciplinary action?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Answer should not exceed 600 words.

16. (a) Explain the functions of Human Resource Management.

Or

- (b) Discuss the organization structure of the HR department in the organisation.

17. (a) Explain the process of Human Resource Planning.

Or

- (b) Discuss various methods of job evaluation.

18. (a) Explain the different techniques available for evaluating the effectiveness of training.

Or

- (b) Explain the causes of absenteeism and labour turnover.

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19. (a) Explain the measures for improving industrial relations.

Or

- (b) What are the objectives of the Industrial Disputes Act, 1947?

20. (a) Explain the various forms and practices by which labour can be associated in the management of enterprises.

Or

- (b) What are the causes for grievances in an organization? Why should there be a grievance redressal procedure in an organization?

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